Technology Support Technician

Role Summary: This is technical work in providing guidance, support, and/or training to clients of computer or other information technology based systems. Employees provide basic support of hardware, applications, operating systems and networking. This level requires a basic knowledge and understanding of a wide variety of technologies to effectively support client's technical needs. Employees interact with a broad range of clients requiring strong communication skills and the ability to use a variety of technical resources. Employees at this level are not usually involved in applications development, systems integration, or network design or analysis.

Employees interact with a broad range of clients and require strong communication skills and ability to use a variety of technical resources for providing technical support. Employees may provide routine support for a broad range of information-related technologies or may provide in-depth support for a narrowly defined area of technology. Complex technical problems or questions are referred to a higher-level support Technology Support Analyst or Technology Support Specialist.

Competency	Definition
Communication	Clearly conveying verbal, non verbal (sign language, body language, gestures), or written information and ideas to individuals or groups to ensure that they understand the message. Listening and responding appropriately to messages from others.
Customer Service	Developing and maintaining strong relationships with customers by listening and understanding the customer and responding to identified needs.
Organizational Awareness	Understanding the organization's mission, the function of the specific work unit and how they work with other work units to serve the customer.
Planning/Organizing	Establishing courses of action for self and others to ensure that work is completed efficiently.
Technical Support/ Problem Solving	Identifying problems, determining possible solutions, and taking action to resolve the issues.
Teamwork	Actively participating as a member of a team to move toward the completion of goals.
Technical Knowledge/ Technical Solutions Development	Possessing a satisfactory level of technical and professional skill or knowledge in position-related areas and keeping up with current developments and trends in areas of expertise.

Competency	CONTRIBUTING	JOURNEY	ADVANCED
Communication	States message in a clear manner using terminology that is easily understood by the customer. Listens to others. Ensures that information gets to the right person within agreed upon time frames. Uses correct grammar, punctuation, and spelling to communicate basic information (verbal and written).	Clarifies the purpose and importance of the message; presents ideas in a concise and clear manner. Explains policies and procedures using terminology that is easily understood by the customer. Uses a style (formal, informal) that is appropriate for the listener, group, or reader. Adapts delivery based on the situation and audience. Seeks input, listens and checks for mutual understanding; asks for clarification as needed.	Structures message in keeping with listener's experience, background and expectations; uses terms, examples, and analogies that are meaningful to the listener. Uses an effective and approachable style that engages others and builds credibility; persuades and negotiates to build rapport. Adapts style to meet the needs of the audience. Provides rationale when delivering complex or challenging information. Advises and guides others to ensure accuracy and appropriateness of communications.
Customer Service	Can identify both internal and external customers that receive products or services. Accessible to the customer and provides prompt, attentive service. Listens carefully and checks for understanding of customer needs. Demonstrates courteous actions and follows the organization's established protocol for customer service.	Understands the needs of the customer. Develops relationships/partnerships with customer by responding to needs. Identifies options, develops solutions and takes action when responding to customer needs. Remains accessible to the customer when balancing multiple priorities. Demonstrates a sense of urgency when interacting with customers. Assesses or checks with customer to ensure solution meets need.	Proactively seeks to determine customer needs and provide satisfaction. Improves service delivery based on customer feedback. Looks for ways to optimize service delivery and meet customer needs. Develops creative solutions to respond to service needs.

Competency	CONTRIBUTING	JOURNEY	ADVANCED
Organizational Awareness	Understands duties and purpose of his/her position. Understands how primary duties/purpose of the position contributes to accomplishing the goals of the work unit. Understands the basic mission of the organization and work unit. Recognizes how work units work together.	Understands the primary duties/purpose of the work unit and how the unit contributes to accomplishing the goals of the organization. Understands how individual decisions impact the achievement of the organization's goals. Understands the formal as well as informal relationships within the organization.	Considers the impact of work products, outcomes, organizational changes on other parts of the organization Communicates goals, mission and priorities of the organization when interacting with others. Identifies changing organizational needs and adapts service delivery accordingly.
Planning & Organizing	Works independently on routine/ non-complex tasks. Understands objectives and priorities related to activities and tasks. Accomplishes tasks within established timelines. Recognizes and obtains required equipment and/or materials that are needed to do the job.	Organizes and follows complex and/or detailed technical procedures. Assesses project/assignment requirements by breaking them down into manageable tasks. Uses time effectively and accomplishes tasks within established timeframes. Sets objectives and prioritizes activities and tasks; adjusts priorities when appropriate. Responds positively to obstacles and problems. Devises alternative plans to ensure tasks are completed.	Organizes and leads ad hoc work groups to analyze problems, develop solutions, and communicates solutions effectively. Identifies critical activities and tasks needed to complete work. Analyzes problems and seeks solutions; communicates solutions to others. Develops timelines for project or task completion. Allocates appropriate amounts of time for completing own and others' work; avoids scheduling conflicts. Ensures that required equipment, materials, or training are available for self and others.

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Technology Support/Problem Solving	Solicits relevant information from client in order to sufficiently describe non-routine problems to expert, and effectively communicates solutions to client. Independently resolves routine problems in one specialty area. *Examples:* • *Troubleshoot hardware and software issues* • *Resolve printer problems, application problems, and network problems* Troubleshoots problems by probing user for information relevant to problem Performs routine diagnostics on assigned hardware and software. Seeks advanced level support as needed. Describes problems accurately for higher technical support, if necessary.	Resolves routine and some non-routine problems through standard troubleshooting procedures. Performs routine diagnostics and/or configurations on assigned software and/or hardware according to standard operating procedures. Independently resolves routine and some non-routine problems using standard troubleshooting techniques. Gathers and analyzes information to better understand problems. Applies technical understanding to resolution of problems of medium complexity. Spots trends in reoccurring problems and assists in developing solution.	Resolves complex problems within a work area independently or with minimal assistance. Identifies trends and make suggestions for technical modifications to prevent future problems. Recommends methods of resolving problems to lower level technicians or client representatives. Serves as a key resource in solving problems for other technicians and users. Develops solutions that address the origin of the problem thus eliminating recurrence. Make suggestions for technical modifications to prevent future problems.
Teamwork	Demonstrates courtesy and respect when dealing with others. Actively participates and contributes meaningful suggestions for problem resolution. Considers ideas of other team members.	Applies feedback from others to improve own performance. Works to make others successful. Accepts change and works to support changes. Able to constructively resolve conflict.	Formally or informally mentors and coaches work group. Leads team efforts. Proactively impacts issues that affect team performance. Seeks out others, including clients, in creative problem solving.

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	Accepts responsibility for actions. Works as a team member by doing own share of work and listening to and acting on expressed needs.	Solicits feedback to improve performance. Aware of issues that affect team performance. Coordinates with others to achieve agreed upon outcomes.	Selects appropriate and best method or format for presenting information either in writing or verbally.
Technical Knowledge/ Technical Solutions Development	Serves as a technical resource for basic solutions for clients. Exhibits basic knowledge of technology principles and terminology. *Transfers Nurse Aide Registry files from local system to web site daily.* *Updates system software as required* *RACF Administrator* Demonstrates understanding of fundamental standards and is able to apply these in work situations. May require some technical supervision to complete projects.	Applies broad technical knowledge in a specialty area within a work unit. Identifies and understands reoccurring problems and recommends solutions. Demonstrates an understanding of the general principles and practices associated with the work performed. *Disassemble/reassemble systems as required for location changes.* *Installs applications and software.* *Works with DIRM to set up new remote access accounts and resolve any dial-up issues.* *Performs periodic/preventative maintenance on computer systems.* Analyzes problems and determines courses of action to resolve issues.	Applies significant knowledge in a technical specialty area. Leads lower-level technician with technical solutions. Demonstrates a thorough and extensive understanding of theories, concepts, and practices. Understands impact of new technologies on current systems. *Setup and Configuration of workstations.* *Rebuilds whole computer systems.* *Configures systems for end user.* Serves as a technical resource to lower-level technicians and staff.

Minimum Training and Experience:
Graduation from high school and one year of experience in the field of technology related to the position's role. Coursework in computer or information technology may be substituted year for year for the required experience.